Service Level Agreement	Target Performance	Current Performance

Customer Service

Service Level Agreement	Target Performance	Current Performance	
Speed To Answer Calls	90% Calls Answered Under 60 Seconds	96%	🟢
Call Abandonment Rate	Less then 5% Abandoned	2%	🟢
Level 1 Resolution Rate	90% Of Calls Resolved By Level 1	97%	🟢
Email Response Rate	98% Response within 1 business hour	100%	🟢
User Sampling Survey	95% Of Satisfied Customers	96%	🟢
Resolution Of Incidents On Time - GMIS	80% Calls Resolved Within 24 Business Hours	89%	🟢
Resolution Of Incidents On Time	90% Calls Resolved On Time *(By Grouping)*	95.3%	🟢

	Target	Current		Count
Account Management (general)	8 Business Hours	96.9%	🟢	4116
Applications	16 Business Hours	94.4%	🟢	1475
Data Management	32 Business Hours	97.3%	🟢	329
Database	32 Business Hours	98.9%	🟢	90
Hardware	40 Business Hours	93%	🟢	1638
Operating System	24 Business Hours	91.9%	🟢	111
Telecomm	12 Business Hours	94.7%	🟢	380

<u>Major Issues</u>

SAN Outage

Network Availability

Service Level Agreement	Target Performance	Current Performance	
CAN Availability (Campus Area)	99.9% Availability	100%	🟢
Dial-Up Availability	99.9% Availability	100%	🟢
Switch Availability	99.9% Availability	99.9%	🟢
VPN Availability	99.9% Availability	100%	🟢
WAN Availability (Remote Sites)	98.9% Availability	99.9%	🟢

Server and Storage Administration

	Target	Current		Current Performance	
Overall Average Windows Server Availability				99.9%	🟢
Citrix Server Availability	99.9% Availability	100%	🟢		
E-Mail Server Availability	99.9% Availability	100%	🟢		
Shared File Server Availability	99.9% Availability	99.9%	🟢		
SQL Server Availability	99.9% Availability	99.9%	🟢		
Web/App Server Availability	99.9% Availability	100%	🟢		
Overall Average Mainframe Availability				99.9%	🟢
IBM Mainframe Availability	99.9% Availability	99.9%	🟢		
IMS Region Availability	99.9% Availability	99.9%	🟢		
DB2 Connect Availability	99.9% Availability	99.9%	🟢		

Account Management

Service Level Agreement	Target Performance	Count	Current Performance	
Disable Network Account Requests	Disabled Within 4 Business hours (98.0%)	546	99.3%	🟢
New Account Requests	Creation Within 2 Business Days (99.0%)	1226	99.8.%	🟢

Field Operations

Service Level Agreement	Target Performance	Count	Current Performance	
New Workstation Installation	Installation Within 5 Business Days (98.0%)	62	100%	🟢
Peripheral and Software Installation	Installation Within 3 Business Days (98.0%)	504	96%	🟡

🟢 In compliance
🟡 Within Tolerance
🔴 Out of compliance
⚪ Insufficient data available this month

Run Date   12/6/2011